

WaterWatch

Utilities Customer Service Division: 703-248-5071(TTY/711)

Web: www.fallschurchva.gov

E-Mail: water@fallschurchva.gov

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Winter Weather Plumbing Tips

With winter upon us, follow these cold-weather plumbing tips from the City of Falls Church Utilities Customer Service Division:

Avoid Frozen Pipes

- Drain all outside pipes prior to the winter season.
- If you will be away for extended periods during the winter months, do not set your thermostat below 55 degrees.
- In severe cold weather (temperatures in the low 20s and teens) leave cabinet doors open that are near an outside wall to keep air circulating and prevent pipes from freezing.
- It is recommended that pipes that have been prone to freezing in the past or pipes that are in unheated areas of your home, be insulated to avoid freezing.
- Act quickly when you discover restricted water flow as this is usually the first sign of a frozen pipe.
- Now is the time to locate your home's Master Valve so that you can shut the water off temporarily in order to avoid flooding if a water line breaks. The master valve is typically located in the utility room near the hot water tank.

If Your Pipes Freeze

- Open the cabinet doors to allow some warm air to circulate.
- Open the cold water faucet to relieve pressure and reduce the likelihood of breakage.
- If no water is running out of the taps throughout your home, your service line or meter may be frozen. You may call the City of Falls Church Utilities Customer Service Division at 703-248-5071 weekdays between 8 a.m. and 5 p.m. and request that someone check your meter. After business hours and on weekends, please call 703-248-5044. The Utilities Customer Service Division requests your patience during inclement weather as other customers may be in the same situation.
- If your meter is not frozen, it is likely that the service line to your home is. Since the water lines from the meter to the home are the responsibility of the property owner, you may need the assistance of a certified plumber.

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Remember...

- To make sure the information on your account is correct, including your name and mailing address and to provide any updates such as a change in your telephone number so we can contact you in the event of an emergency. You can reach us at 703-248-5071.
- Residential water meters must be accessible for quarterly readings. During the winter months, your assistance in removing snow from the meter lid is greatly appreciated.
- It is important to know where the master valve is in your home in case you experience a major leak. The most common locations for the valve are either where the water supply enters your home or near the water heater.



Utility Billing Customer Service

300 Park Avenue, East Wing, Suite 100

Falls Church, VA 22046

Office Hours: Monday - Friday 8:00am - 5:00pm

Representatives are available from 8:00am - 5:00pm Monday - Friday.

Main number: 703-248-5071 (TTY/711)

After Hours Emergencies:

Chain Bridge Pumping Station

703-248-5044 (TTY/711)

703-248-5214 fax

Bill Payments

(Please do not include correspondence)

City of Falls Church

P.O. Box 37027

Baltimore, MD 21297-3027

On the Web

www.fallschurchva.gov

E-Mail: water@fallschurchva.gov

Credit Card Payments

Now you can pay your water bill with the following major credit cards with no fees: MasterCard, Visa, American Express, and Discover. The City of Falls Church accepts credit card payments in person at City Hall or via the telephone at 703-248-5071. Online credit card payments through the City are not available at this time. The third party vendor, Official Payments, is available online; however, there is a convenience fee for their service. Why pay additional fees when you stop by City Hall or call the Utilities Customer Service Division and pay with no added costs!

Water Lines – Yours and Ours

The City of Falls Church owns all water pipes up to and including the water meter; the City inspects and maintains these pipes on a regular basis.

It is the customer's responsibility to maintain the water lines on the homeowner's side of the meter, even though they are not visible to you. If a leak is detected on the homeowner's side of the meter, it is your responsibility to contract with a licensed plumber to have the repairs made. If the leak is severe, it will be necessary for a City of Falls Church Meter Technician to turn off your water supply until the meter line has been repaired in order to avoid any property damage. Once the leak has been repaired, you may contact the Utilities Customer Service Division at 703-248-5071 to request an adjustment to your account.

Please take a few minutes to review your consumption on your bill. If you receive a bill with significantly more consumption than usual, that may be an indication that you have an undetected leak in your line. Give us a call, we are here to assist!

Years of Service

Congratulations to Senior Customer Service Representative Cynthia Hohner and Meter Technician Jonny Kelly for each contributing 10 years of dedicated service to the City of Falls Church Utilities Customer Service Division. We appreciate their dedication and commitment to Falls Church City! Both employees strive to meet service expectations each and every day.



Cynthia Hohner



Jonny Kelly

Electronic Bill Payment Update

We are extremely happy to report that our Automatic Debit Payment Option is up and running! If you have recently submitted your Pre-Authorization Agreement, please note that the first bill you receive after submission of the form will need to be paid according to your normal payment method. On the next bill, you should see the following notice:

"Do Not Pay – Your account will be debited on (due date of bill)." If you do not see this notice, please pay your bill using your normal method of payment.

New Bill Format

Beginning soon, you will see a new bill format for your water and sewer bill. The new revised two-color format will be much easier to read and understand. With the first bill in the new format, you will receive an information sheet to assist in understanding your newly revised bill.

Suspect Water Theft?

If you suspect that someone is tampering with a water meter or fire hydrant meter, please call the City of Falls Church Utilities Customer Service Division at 703-248-5071 to report the incident to us.

Having a Problem? Let Us Know

Please report all problems to a Customer Service representative by calling 703-248-5071 between 8 a.m. and 5 p.m., Monday through Friday. Our goal is to provide you with the best service at all times. If your problem is not resolved, please ask to speak to the Customer Service Director.

Use Water Wisely!

Plug the Bathtub Before Running the Water

In partnership with the Washington Metropolitan Council of Governments and the region's water suppliers, we encourage you to help the region conserve water through a variety of ways.

Water-Saving Tip #29 – Plug the bathtub before turning the water on, then adjust the temperature as the tub fills up. A bathtub filled half full takes 50 gallons of water. By plugging the tub before running the water and adjusting the temperature later, you can save gallons upon gallons of water. For more tips on using water wisely, visit www.wateruseitwisely.com.

